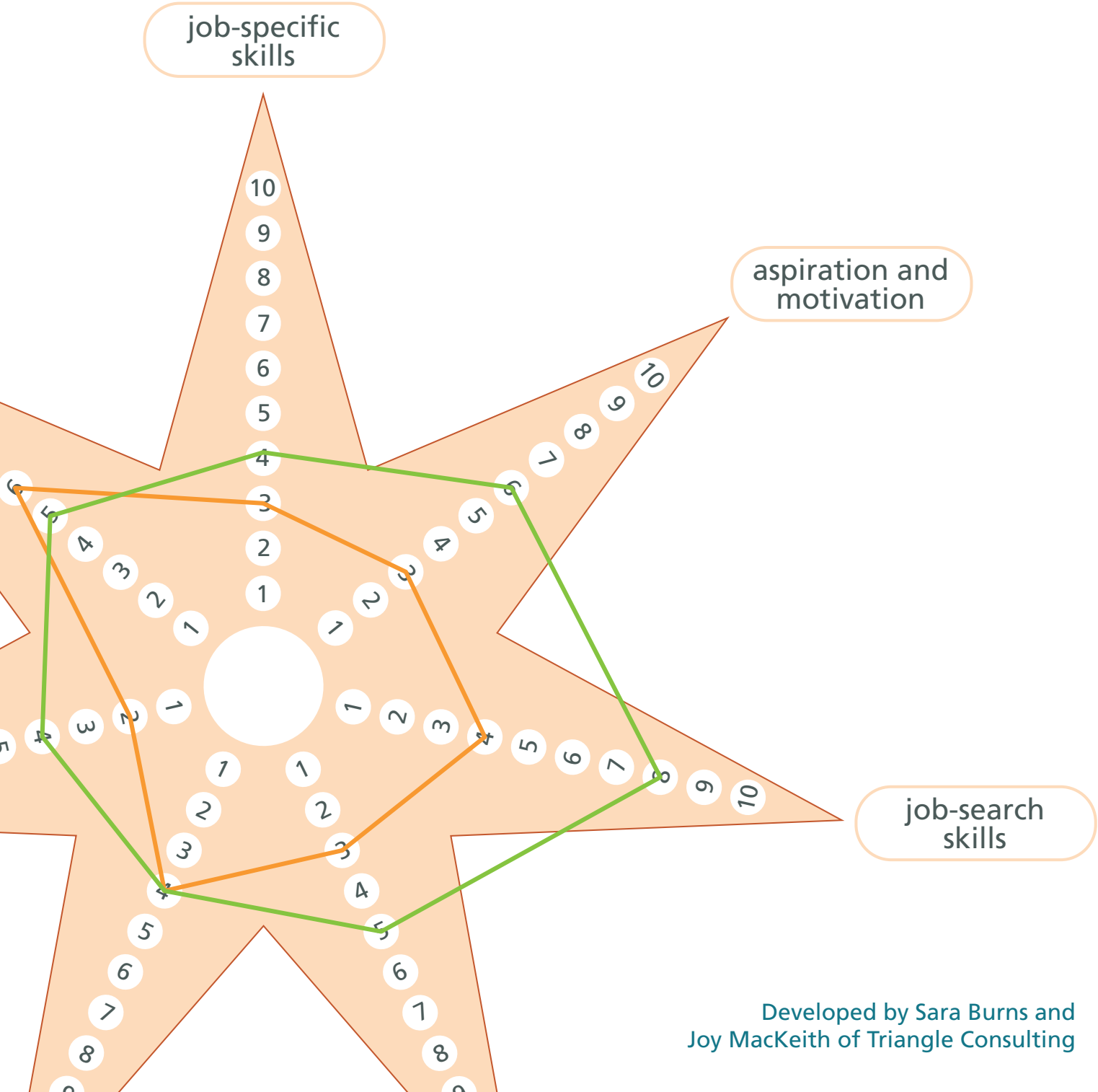
Outcomes Star™

User Guide

Work Star

The Outcomes Star for work and learning



Developed by Sara Burns and
Joy MacKeith of Triangle Consulting

Welcome to the Work Star

The Star is a tool to help us map our work together. We use it to see how you are doing and to develop an action plan. We look at the Star together when you first come to the project and revisit it again later. The Work Star covers seven key areas of your life that are important to your journey into work and/or learning:

1. Job-specific skills
2. Aspiration and motivation
3. Job-search skills
4. Stability
5. Basic skills
6. Social skills for work
7. Challenges

The Journey of Change

For each of these seven areas there is a 1-10 scale to help you to identify where you are now on your journey to work. These scales follow the same five stages:

- **Not thinking about work (1-2):** substantial barriers to work or advancement and you can't see a way round them
- **Thinking about work (3-4):** substantial barriers but you are working out how to address them
- **Making progress (5-6):** some barriers overcome but others are still there
- **Work-ready with support (7-8):** barriers mostly overcome or can be worked around; you need support to maintain progress
- **Self-reliance (9-10):** in work, work-ready or engaged in work-related training. You don't need support from the programme

What you need to do

1. Look at the Star and Journey of Change in the Star Chart and look through the rest of this guide.
2. Talk over each of the seven areas with your worker and agree where you are on each scale using the scale descriptions in this user guide. You can choose which area to do first. You and your worker can record any important points on the Star Notes sheet if you want to.
3. Plot your scores on the Star Chart and join the points to get the big picture. Take a look at your completed Star and what it tells you about how things are for you now.
4. Agree which areas you want to work on, what you are aiming to do between now and the next review and what needs to happen next. Record these in the Star Action Plan.

Detailed Journey of Change

Here is a more detailed description of the five stages of the journey into work.

Not thinking about work (1-2)

At the beginning of the journey we cannot see any chance of getting into work. Any or all of the seven areas can feel like an impossible barrier so we don't even think about the possibility of things being different. We are not willing to engage in looking at options and because of this we are stuck.

We move to point 2 on the scale when we have fleeting moments of thinking about change but we quickly go back to not even considering work or training.

Thinking about work (3-4)

At this stage we are thinking about the possibility of working now or in the future - the barriers may seem huge and we may not know what to do or how to move forward, but we are actively engaging with the possibility of working. We may talk about some of the barriers and explore options or ways forward but we mostly rely on workers for ideas or progress.

At point 3 we may be quite uncertain and often miss appointments; at point 4 we are more consistent and mostly turn up.

Making progress (5-6)

At this stage we have a growing belief in ourselves and a sense that it is possible to find and hold down a job that works for us. We may have overcome some barriers and that makes us more confident and open to other opportunities. We are more likely to have ideas of what we want to do, to take the initiative and be making progress in areas we still need to work on.

At point 5 we have this sense of belief but have not yet put it into action. By point 6 we are acting on this belief and direction by becoming pro-active in learning new skills and/or looking for work.

Work-ready with support (7-8)

By this stage we are able to work and may be in work. We have a realistic sense of what we want and are able to do in the world of work and learning. This may include long-term career goals. However, we still need support in this area of our lives, with developing job-search skills or with maintaining more stability in our lives, or meeting expectations of the work place.

By point 8 we are probably in work or learning but need in-job support for a while longer.

Self-reliance (9-10)

At this point we are in work and/or learning and probably have quite clear goals for the future. We can keep things going with support from family or friends and do not need a specialist service.

At point 9 we would probably need support if a course or job came to an end, to look for the next one. At point 10 we would be able to move between jobs or courses without support from the service.

1 Job-specific skills and experience

This scale is about the extent to which you have the skills and experience necessary for the type of work or volunteering opportunities you want both in the short-term and any longer-term aspirations you may have.

10

Self-reliance

I have good job-specific skills and/or experience and know what to do to learn more and get on in life

- I am committed to on-going learning and advancement
- I know how to take the next step when I want to advance my career

9

8

Work-ready with support

I have enough work-related skills or experience to get a job or voluntary position but need more to do what I want to do

- I want a change in career or role, to do something different with my existing skills and add to them as necessary
- I am starting as a trainee or volunteer with a view to gaining more skills and advancement

7

6

Making progress

I do actually have some skills. I am learning new skills or gaining experience

- I am learning job-specific skills and/or gaining experience
- Actually, I do have some skills! I have identified or am aware of existing skills, including Lifeskills, that could be relevant

5

4

Thinking about work

I haven't got any specific skills or experience but we can look at what I might be good at

- I don't think I have any particular skills, but
- I am willing to explore possible transferable skills and/or look at how to develop my skills or get some experience

3

2

Not thinking about work

I don't have any skills or experience

- I have never worked (or not for a very long time), or
- There are no jobs or volunteer opportunities for people like me, or
- I can't afford training for the work I do really want, or
- I don't know what you mean by transferable skills and I don't want to talk about it – there's no point

1

2 Aspiration and motivation

This scale is about whether you know what sort of work you want to do, are motivated to do it and believe it is possible for you.

10

Self-reliance

I am working and/or learning. I am motivated and confident that I can do well without support

- I am in work or learning (or both) but need some support
- It helps to know there is someone I can call on when my course ends or I want to move jobs (9)
- I can move on to the next thing without specialist support (10)

9

8

Work-ready with support

I know what I want and I'm keen to do well but I would like some help

- I am ready to work or study but need some support
- My aspirations are both ambitious and realistic
- I am doing well but still want help to keep going

7

6

Making progress

I want to work and am taking steps in the right direction

- I have some clear ideas about what I want to do and feel hopeful and motivated, at least sometimes
- I am doing some things that will help me move in the right direction (e.g. volunteering, training, or seeking out information on possible options)

5

4

Thinking about work

I would like to work but don't think I can get a job

- I don't know what I want to do or could do but I will look at options and do an action plan if you say it will help
- Maybe there is something out there for me

3

2

Not thinking about work

I don't know what I want to do. There is nothing I can do

- Nobody will want to employ me
- I don't trust myself or expect much from myself
- I am here because I was told to come. I don't trust this service
- I don't think I have anything useful to offer

1

3 Job-search skills

This covers all the skills you need to find and get a job or training – researching opportunities, confidence on the phone, using a computer, feeling able to present your strengths in writing on a CV or application form and presenting yourself well in person.

10

Self-reliance

I can identify and apply for appropriate jobs or learning without the project

- I have the skills to identify and move between suitable jobs or training without support
- I can present myself well on paper, on the phone and in person

9

8

Work-ready with support

I know how to identify and apply for work and learning but would still like some help

- I can research opportunities with some guidance
- I am confident enough to approach a potential employer for further information
- I can present myself well and respond well enough in a mock interview situation
- I could do with help around certain specifics e.g. difficult questions, writing a personal statement or online applications

7

6

Making progress

I am OK with some aspects of finding work or learning but have difficulty with other aspects

- I have difficulty with one or more of the following: writing a CV, researching opportunities, application forms, presenting myself well at interview or other job-search skills
- I am learning these skills through courses, workshops or my advisor

5

4

Thinking about work

I don't know how to find work or learning but I'm interested and could do with some advice and guidance

- I don't know how to access opportunities but I am interested in finding out what is possible
- I would like to be referred for support e.g. in CV writing

3

2

Not thinking about work

I don't know where to start to look for work or training

- I don't know how to access opportunities, and
- I am not interested in finding out what is possible

1

4 Stability

This scale is about the day-to-day pattern of your life. It covers any issues with drugs or alcohol, debt problems, insecure housing or other issues that might affect you getting and keeping a job or engaging in learning. If your life is already quite stable, you score 10.

10

Self-reliance

My life feels stable and I can deal with any difficulties myself

- I am able to handle crises and forward plan
- I am fairly resilient when there are difficulties, with a little help from family and friends

9

8

Work-ready with support

Things are mostly stable enough, but I want to keep in touch until I feel more settled

- My housing and financial situation is reasonably stable
- I have sorted any substance misuse issues
- But I still want support in this area

7

6

Making progress

I am making progress with my housing, substance misuse, debt or other issues

- I do have some issues but am working on them
- Things are stable some of the time

5

4

Thinking about work

I can't work now but maybe I could sort things out so I can

- My life is chaotic at the moment but I am looking at how to get more space and stability
- I am open to help from an appropriate service

3

2

Not thinking about work

I cannot work because…

- I have a problem with drugs or alcohol (or other substance)
- I have so many debts I can't even think about it
- My life is chaotic – I don't have that kind of routine
- I have not got any time (because of the above)
- I might lose my tenancy/home, and
- I do not wish to discuss this

1

5 Basic skills

This scale covers English, literacy, IT, numeracy and use of telephone. You can choose to complete it for any of those skills you are working on at the moment or want to improve.

10

Self-reliance

I have good basic skills

- English, literacy, IT and numeracy all good enough to not be a barrier in getting the type of work, learning or other advancement I want

9

8

Work-ready with support

My basic skills are good enough but I want to improve

- I have achieved a certain skill level in basic skills but want to achieve a higher level in order to access a particular type of work or simply for my own satisfaction

7

6

Making progress

I am doing things to improve my basic skills

- I am not confident about my English, literacy, IT or numeracy. For example, people don't always understand what I say, my grammar and pronunciation of words is not good enough and/or I am scared of using the telephone
- I am taking part in activities to improve these skills e.g. classes

5

4

Thinking about work

I want to improve my basic skills but don't know where to start

- IT, English, literacy or numeracy are a problem for me, and
- I want help finding ways to improve these skills

3

2

Not thinking about work

I can't work because I don't have some basic skills and there is nothing I can do about this now

- I speak little or no English, or literacy or IT or maths are a problem for me
- This makes me nervous about going to work
- I am not looking at ways to improve my basic skills at the moment, or
- I do not wish to discuss this

1

6 Social skills for work

This scale is about how you relate to others and meet expectations in a work or learning situation. This includes how you get on with people generally, but also self-confidence, turning up on time, behaving appropriately, wearing the right sort of clothes and working well within a team. You can choose to focus on whichever aspects of this are most important to you now when you complete this scale.

10

Self-reliance

I am confident enough around other people. I am fine as part of a team

- I have good enough social skills and understanding of what is needed in a work environment to get on in life

9

8

Work-ready with support

I am mostly OK working with other people but I would like some support

- I can get along with lots of different people in work and outside work
- I am involved in group-work or team activities and mostly deal with difficulties ok but it is good to have someone to talk things over with when there are problems

7

6

Making progress

I mostly get on with people. I know how I am meant to behave at work but sometimes things go wrong

- I can turn up on time and dress in the way that is expected, and
- I get on with people mostly, but
- Things sometimes go wrong and I don't know how to deal with it e.g. a conflict with someone gets out of hand, or I feel people don't like me so I leave or walk out if someone criticises my work

5

4

Thinking about work

I have never had a job or it hasn't worked out when I have tried but I am hoping the advisor can help me

- Similar to above but want to learn how to behave to fit in in the work place

3

2

Not thinking about work

I have never held down a job – things just fall apart

One or more of these statements fits for you:

- I am not confident around people I don't know well
- People criticise the way I am around others or say I use inappropriate language
- I find it hard to turn up on time
- People say I don't dress appropriately
- I don't know how to fit in or I just don't want to
- I don't see why I should change myself to work – people can take me or leave me, and
- I don't want to talk about it

1

7 Challenges

This scale is about any practical issues that you see as barriers to your participation in work or training. These may include childcare responsibilities, health issues, disability, age or loss of benefits.

10

Self-reliance

I can deal with any challenges for myself

- Available for work and/or advancement within work
- At 9, would like to stay in touch with the advisor

9

- By 10, no longer need the service to deal with the challenges

8

Work-ready with support

I am in a position to work or study but would like some help

- I don't have any major challenges, or
- I have found a way ahead and see that it is possible for me to work despite the challenges I face

7

- I would like a bit of help with some challenges or need support to keep things going

6

Making progress

I am sorting things out so that I can get a job or do training

- I am exploring childcare options, or sorting out the financial side of things or looking into what is accessible to me

5

- I think it is possible to work, maybe part-time

4

Thinking about work

It's really hard for me to work or study at the moment but…

- I can see some benefits of work in the longer-term despite the challenges I face at the moment
- I am open to talking about what might work for me and my family, for instance work that fits around school hours
- I could work in my own community

3

- I will accept help to look at options

2

Not thinking about work

I am not even thinking about getting a job because

- I have children or other caring responsibilities
- I feel unable to work because I have a physical disability, mental health issue or learning disability - I think I should be on incapacity benefit instead
- I am too old
- My family don't want me to work or study
- I have a criminal record
- I have no money to pay for training, learning or childcare
- I would lose my benefits and be worse off financially

1

- For reasons I don't want to talk about

Published by

Triangle Consulting
26 Sparsholt Road
London, N19 4EL
020 7272 8765
www.triangleconsulting.co.uk

Authors

Sara Burns and Joy MacKeith
Triangle Consulting
26 Sparsholt Road
London, N19 4EL
020 7272 8765
www.triangleconsulting.co.uk

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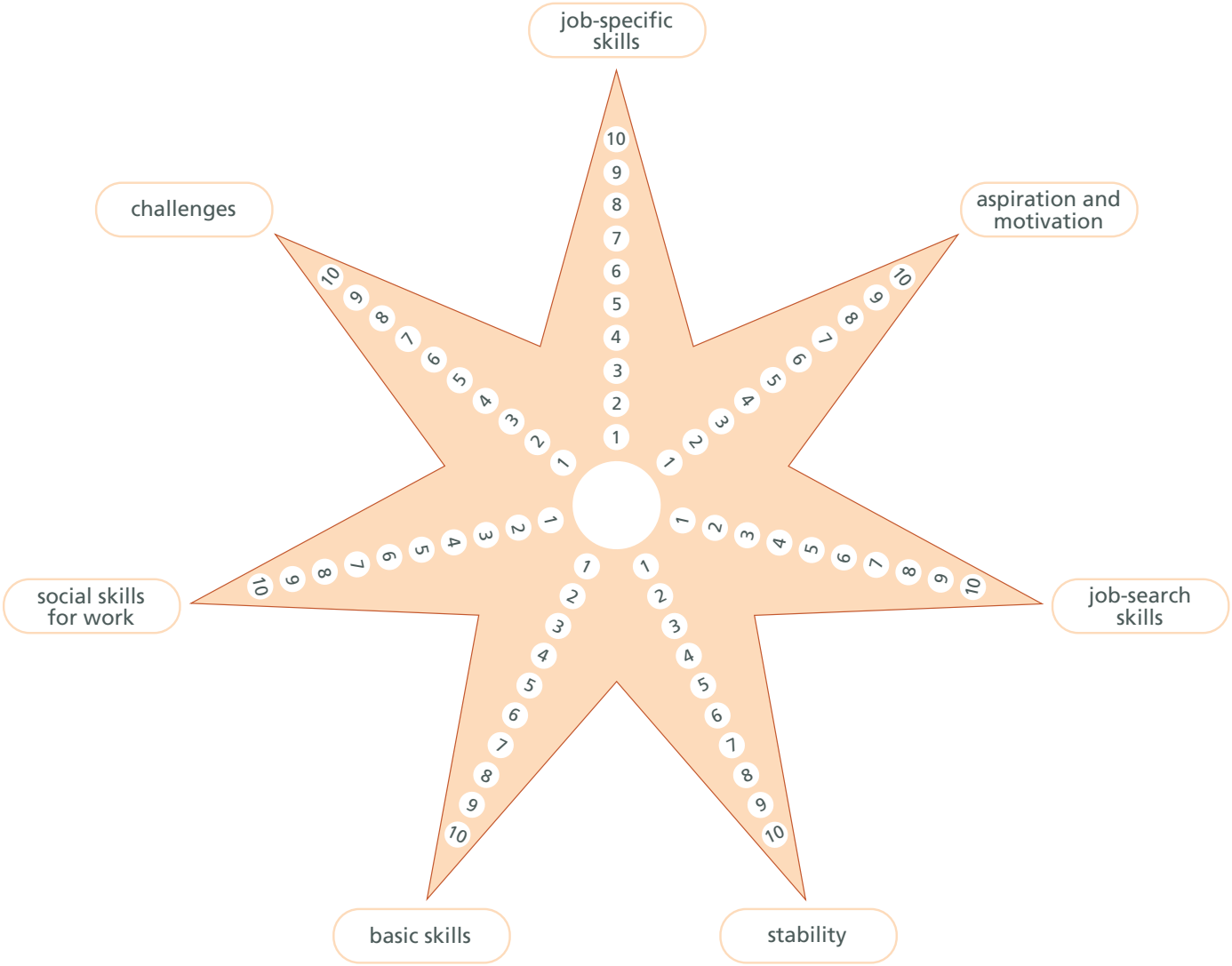

Triangle Consulting

The Work Star is a version of the Outcomes Star, a family of tools developed by Triangle Consulting for supporting and measuring change when working with vulnerable people.

For more information see www.outcomesstar.org.uk

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